



ADULT COMMUNITY CORRECTIONS DIVISION STANDARD OPERATING PROCEDURES

Procedure No.: ACCD 3.3.300	Subject: OFFENDER GRIEVANCE PROGRAM
Reference: DOC 3.3.3	Page 1 of 2
Effective Date: 07/01/05	Revision Dates:
Signature / Title: /s/ Pam Bunke, ACCD Administrator	

I. DIVISION DIRECTIVE:

The Adult Community Corrections Division programs and facilities will provide a grievance and appeal process to offenders under the jurisdiction of the Department of Corrections to resolve complaints and report alleged violations in a timely and confidential manner.

II. DEFINITIONS:

ACCD-Adult Community Corrections Division Program/Facility – The Division includes the Adult Interstate Bureau; the Probation and Parole Bureau which provides the Day Reporting Programs (DRP), Intensive Supervision Programs (ISP), and Enhanced Supervision Program (ESP); the Missoula Assessment and Sanction Center (MASC); and the Facilities Program Bureau which includes Treasure State Correctional Training Center (TSCTC), and the contracted facilities of Prerelease Centers (PRC), Sanction Treatment Assessment Revocation & Transition (START), Warm Springs Addiction Treatment and Change Program (WATCH), Connections Corrections Program (CCP), Passages Alcohol and Drug Treatment (Passages ADT), Passages Assessment Sanction & Revocation Center (Passages ASRC), NEXUS Correctional Treatment Center (NEXUS), and Elkhorn Treatment Center (Elkhorn).

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility, or program operation and management.

Department – The Montana Department of Corrections.

Facility/Program – Refers to any division prison, secure care correctional facility, correctional or training program, or community-based program under Department jurisdiction or contract. This term includes the facility building or residence, including property and land owned or leased and operated by the Department.

GC-Grievance Coordinator – The staff member assigned to administer, investigate, and respond to offender grievances. The responsibilities of this position may also apply to that person's designee.

Prerelease Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreements between the Department and prerelease centers: Alpha House PRC, Gallatin County Re-entry Program, Butte PRC, Great Falls Transition Center, Helena PRC, and Missoula PRC.

Treatment Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreement between the Department and ACCD contract treatment facilities: START, CCP, Passages, Elkhorn, Nexus, and WATCH.

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III. PROCEDURES:

ACCD programs/facilities will provide a written offender grievance procedure that complies with federally-mandated requirements, Department policy directives and national correctional standards.

A. Probation & Parole Bureau

Probation & Parole Bureau employees will follow the procedures and timelines established in *P&P 60-10 Offender Grievance Program*.

B. Treasure State Correctional Training Center (TSCTC)

All TSCTC employees will follow the procedures and timelines established in *CTC Operational Procedure 3.3.3, Offender Grievance Procedures*.

C. ACCD Contract Facilities

ACCD contract facilities shall maintain a system through which offenders may present grievances concerning the operation of the program and must adopt and implement *DOC Policy 3.3.3, Offender Grievance Program*. This procedure does not apply to applicants who have not been accepted and have not signed a residency agreement.

Each facility must provide the Department with statistical information on the number and type of grievances received on a monthly basis using *P&P 60-10(I) Monthly Grievance Report*. The *Report* is submitted to the GC at coraccdreports@mt.gov, along with copies of all offender grievances.

IV. CLOSING:

Questions regarding this procedure should be directed to the Facility Administrator, GC or Prerelease Facility or Treatment Facility Contract Manager.

V. FORMS:

P&P 60-10 (I) Monthly Grievance Report